Office of NC FAST
100 County Director Call
July 18, 2018
P4 Update

• P4 rollout remains paused as NCDSS, NC FAST and IBM evaluate feedback and recommendations for improving the system

• Prioritizing potential changes to the system in conjunction with evaluating the implementation approach and assessing overall budget implications is underway

• NCDSS and NC FAST are currently conducting JADs 5 days per week as changes to the system are being evaluated
  – Plans to review potential changes and enhancements with Pilot and Expanded Pilot Counties are underway

• IBM is completing onsite county visits to observe the system in use during normal business operations
P4 Update

• While implementation is paused, there are some actions each county can take to prepare as outlined in the DCDL from July 10th, 2018

• Actions for Directors:
  − Continue to attend state level meetings where NC FAST is discussed
  − Encourage/lead discussions with staff regarding how work will change in NC FAST
  − Ensure staff are identified to serve as County Champion, Technical Champion, Security Administrator and Onsite Support
  − Address any workstation needs
  − Proactively plan for go-live, including backup coverage during training
P4 Update

• Actions for Program Managers, Supervisors and Social Workers:
  − Ensure case documentation is up to date
  − Ensure that your county processes, data and practices are understood, current, aligned with policy, and being followed consistently
    • Follow a defined and documented process for reconciling foster care financials to the receipt of revenue
    • Complete searches within NC FAST to promote familiarization with the system
    • Complete any data cleanup (SIS numbers, case end dates, county case numbers, AIMS/ICPC close matches)
    • Verify processes and requirements for determining funding eligibility are in place
    • Verify foster home licensing statuses
  − Implement a readiness plan for staff prior to go-live
    • Designate specific individuals to serve as the primary internal point of contact for issue resolution based on subject matter expertise
    • Register staff for MailChimp to receive NC FAST communications
    • Establish a plan to monitor and track training completion
    • Strongly encourage staff to use the Sandbox; a process to keep track of credentials is recommended
Helpful Links:

- [NC FAST PC Requirements](#)
- [NC FAST Mobility Requirements](#)
- [Learning Gateway Access](#)
- [Change Discussion Guide](#)

To request sandbox access, contact your liaison or email the [P4 Readiness Lead](#).
Document Management System (DMS) Enhancements (Project 12)

NC FAST DMS Project Overview

Goal

To design and implement a state-wide, enterprise-class Document Management System (DMS) to support NC FAST document and image management requirements, building on and expanding existing NC FAST document attachment capabilities.

Vision

To provide robust and expanded capabilities to work with documents, which will help drive standardized document and image related processes across the state. Additionally, the system will enable document and image sharing between counties, while extending NC FAST capabilities and avoiding duplicative processes.
Document Management System (DMS) Enhancements (Project 12)

- Project 12 Datacap Pilot
  - Datacap Software as a Service (SaaS) was made available to the 4 paper-based Pilot Counties (Alexander, Caldwell, Hyde, and Polk) on April 30, 2018.
  - Pilot Counties provided feedback on system functions and training. Initially identified defects have been addressed and updated training has been made available.
P12 Update

• Datacap Rollout
  − Web-based tool that can be used to scan a document and attach it in NC FAST, currently available for use for Economic Benefits only
  − Intended to be used by paper-based counties or counties that convert off of their existing DMS after conversion
  − Readiness Liaisons have begun reaching out to paper-based counties to begin the readiness to process to enable Datacap
  − Datacap rollout to paper-based counties targeted by end of August, 2018
  − Enabling Datacap is intended to be somewhat flexible and allow counties to work through the readiness process over the next month and a half
P12 Update

• Datacap Rollout (continued)
  – Preparatory phase is approximately 2-3 weeks
  – NC FAST Readiness Liaisons will work with each paper-based county to complete the required readiness activities:
    • Reviewing the Change Discussion Guide
    • Completing the Readiness Checklist
    • Setting up user permissions and access to Datacap
    • Installing the Datacap driver
    • Facilitating the completion of training
  – Datacap training is available on the Learning Gateway and should require approximately 2 hours to complete:
    • 1 PowerPoint Overview
    • 3 job aids
    • 3 demonstrations
  – Please reference the DCDL from July 10 for additional information or contact Carson York at carson.york@dhhs.nc.gov
P12 Update

• Conversion and Federation Update:
  – Initial pilot of conversion process was initiated with Richmond County over the July 14th weekend
  – Targeting initial migration of a small set of documents from Richmond’s system to NC FAST
  – Feedback and lessons learned will be provided as they become available
  – Continuing federation preparation efforts with Durham County, targeting the initiation of federation in early August